

**RESIDENT EXPERIENCE BOARD 2015/16
ACTIONS AND RECOMMENDATIONS TRACKER – 19 May 2016**

The recommendations tracker allows Board Members to monitor responses, actions and outcomes against their recommendations or requests for further action. The tracker is updated following each Board. Once an action has been achieved and reported to the Board it will be removed from the tracker.

Date of meeting	Item	Ref:	Recommendations/Actions	Achieved/Outstanding?	Deadline	Responsible Cabinet Member/Member/Officer
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 5/2015	Members of the Board to engage with the consultation on the Public Safety Plan (PSP) and to promote to residents and groups the summary document that will be provided.	Outstanding	In line with consultation timeline for PSP	Russell Pearson Sally Wilson REB members Richard Walsh Kay Hammond
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 6/2015	To include further information on what happened next regarding case study on p30.	Outstanding	To be included in final PSP	Russell Pearson Sally Wilson Richard Walsh Kay Hammond
16 OCTOBER 2015	DRAFT PUBLIC SAFETY PLAN	REB 8/2015	Performance and Finance Sub-Group to look at additional duties being carried out by SFRS and how it affects core services, and what additional financial burdens these additional services put on the SFRS budget.	Outstanding	To be discussed at Performance and Finance meetings	Rachael I Lake Russell Pearson Sally Wilson
16 OCTOBER 2015	ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS	REB 10/2015	That the Community Safety Board develop a memorandum of understanding with the local Community Safety Partnerships. This should reflect that we can be stronger together and deliver better outcomes for residents through joint working, and include joint performance management arrangements for issues that are of common concern across the county, such as domestic abuse, anti-social behaviour and the Prevent work, to be sent to the Resident Experience Board within six months.	Achieved <i>UPDATE: Circulated to Board 06/05/2016</i>	Within six months (by May REB)	Gordon Falconer Jane Last Louise Gibbins Richard Walsh Kay Hammond

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16 OCTOBER 2015	ANNUAL SCRUTINY OF COMMUNITY SAFETY PARTNERSHIPS	REB 11/2015	That scrutiny officers for county, district and borough councils and community safety officers review scrutiny arrangements for the Community Safety Partnerships, to confirm local scrutiny arrangements and consider whether the Resident Experience Board should focus on the scrutiny of the Community Safety Board and county-wide strategic issues or whether it should scrutinise local Community Safety Partnership activity in more detail, to be reported back to the Resident Experience Board within six months.	Achieved <i>UPDATE: Circulated to Board 06/05/2016</i>	Within six months (by May REB)	Louise Gibbins Richard Walsh Kay Hammond
19 NOVEMBER 2015	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE	REB 22/2015	The Board is satisfied with the progress made by Surrey Arts on the actions in the Management Action Plan, and recommends that Internal Audit conducts a follow-up review in April 2016.	Achieved <i>UPDATE: Circulated to Board 03/05/16</i>	May 2016	Philip Trumble Peter Milton Sue Lewry-Jones Richard Walsh
19 NOVEMBER 2015	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE	REB 23/2015	That Surrey Arts considers the use of volunteers and looking at its business model.	Achieved <i>UPDATE: Circulated to Board 03/05/16</i>	May 2016	Philip Trumble Peter Milton Sue Lewry-Jones Richard Walsh
19 NOVEMBER 2015	PERFORMANCE AND FINANCE SUB-GROUP VERBAL UPDATE	REB 24/2015	The Board is satisfied with the progress made by Surrey Fire and Rescue Service on the actions in the Management Action Plan, and recommends that Internal Audit conducts a follow-up review in the summer of 2016.	Outstanding	September 2016	Ian Thomson Russell Pearson Sue Lewry-Jones Richard Walsh
13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS	REB 1/2016	Explore options to give local (including new) businesses flexibility to become a "vetted" trader beyond the Check-A-Trade scheme to provide better choice for Surrey businesses to help provide enhanced consumer security for Surrey residents.	Achieved <i>UPDATE: Circulated to Board 06/05/2016</i>	May 2016	Steve Ruddy Amanda Poole Richard Walsh

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13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS	REB 2/2016	<p>Include a clear statement on the website to help manage consumer expectations about the service Surrey Trading Standards can provide, the process for reporting scammers and reassurance from TS on how organisations are monitored</p> <p>UPDATE: response circulated to the Board on Monday 15 February 2016.</p>	<p>Achieved</p> <p>UPDATE: Circulated to Board 06/05/2016</p>	May 2016	<p>Steve Ruddy Amanda Poole</p> <p>Richard Walsh</p>
13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS	REB 3/2016	<p>Ensure that communication/literature regarding rogue traders and scams is available to those who don't have access to the internet (E.g. doctors surgeries, Libraries and via Cllrs).</p>	<p>Achieved</p> <p>UPDATE: Circulated to Board 06/05/2016</p>	May 2016	<p>Steve Ruddy Amanda Poole</p> <p>Richard Walsh</p>
13 JANUARY 2016	THE NEW JOINT TRADING STANDARDS SERVICE: UPDATE ON PROGRESS	REB 4/2016	<p>Produce a social media hashtag for reporting concerns on social media and communicate to all Members.</p> <p>UPDATE: response circulated to the Board on Monday 15 February 2016 and Tuesday 23 February 2016.</p>	<p>Achieved</p> <p>UPDATE: Circulated to Board 06/05/2016</p>	May 2016	<p>Steve Ruddy Amanda Poole</p> <p>Richard Walsh</p>
17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 5/2016	<p>That a scrutiny task and finish group is established to support the library service's development of its vision and strategy for 2020.</p> <p>UPDATE: A task group scoping document is on course to go for approval at Council Overview Board at the end of May 2016.</p>	Outstanding	May 2016	<p>Dominic Mackie</p> <p>Resident Experience Board</p>

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17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 6/2016	That the library service makes working with social care, health and other public sector partners a key focus for developing this vision	Outstanding	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 7/2016	That the library service explore opportunities for partnership with local business and community resources	Outstanding	To be discussed at Library Task Group meetings.	Rose Wilson Peter Milton Richard Walsh
17 MARCH 2016	SURREY COUNTY COUNCIL'S LIBRARY SERVICE AND THE DEVELOPMENT OF A FUTURE STRATEGY	REB 8/2016	The Board requests an update concerning the various options considered for creating additional revenue and projected income from this activity in six months time.	Outstanding	September 2016	Rose Wilson Peter Milton Richard Walsh